

Physical Plant of the Aging and Disability Resource Center Basic Checklist and Americans with Disabilities Act Considerations

Aging and Disability Resource Centers are identifiable, accessible and welcoming places where all people can come for information and assistance. The activities to be carried out in the ADRC will determine what space is needed and how it should be arranged. The following checklist provides a guide for planning an ADRC location, any satellite locations, and/or evaluating an existing ADRC's physical plant.

- ☐ Is there a physical place that is clearly identifiable and welcoming to the public as the location of the ADRC?
- ☐ Is the ADRC clearly signed on the inside and outside of the building?
- ☐ Is the location easily accessible via public transportation? Is off-street visitor parking available close by the building entrance at no cost to the public? Are a sufficient number of handicapped accessible parking spaces available?
- ☐ Does the ADRC have a clearly defined, accessible and welcoming reception area where the public is greeted by an individual ready to assist them? Is the area large enough to comfortably accommodate people of all ages and disabilities with dignity and respect for privacy?
- ☐ Is there enough accessible display space for fliers, pamphlets and other public information materials (in accessible formats) so that visitors can easily browse and reach all materials?
- ☐ Is there a staff member designated to assess and maintain the physical plant and programmatic accessibility in accordance with the Americans with Disabilities Act? (please see page 2)
- ☐ Has space been allocated so that benefit specialists and other ADRC staff can meet privately with consumers and families to have confidential conversations?
- ☐ Are public restrooms easily available, accessible and clearly identified?
- ☐ Is there adequate space to store all confidential information in a secure area and maintain the confidentiality of communications, i.e. receiving faxes?
- ☐ Is there enough storage space for non-confidential files and resource materials once all services are fully operational? Is there additional accessible space to accommodate staff growth and equipment as the ADRC expands its services?
- ☐ Does the building allow for the accommodation of technology, i.e. high-speed internet connection, multi-phone systems, video conferencing, TTY, etc?

The Americans with Disabilities Act (ADA) provides guidance on issues of accessibility for buildings and programs. The following information is intended to serve as a guide for assessing the level of accessibility of the Aging and Disability Resource Centers (ADRC) in accordance with the ADA for current and potential ADRC locations.

How the ADA effects ADRCs

Title II of the ADA requires State and local governments and other non-profit organizations that contract with the Wisconsin Department of Health and Family Services to make their programs and services accessible to persons with disabilities. Specifically, Title II regulations state that each entity must provide auxiliary aids and services (such as TTY), and integrated program access through nonstructural and architectural modifications. Public entities do not need to remove all physical barriers in existing buildings as long as programs provided in those buildings are readily accessible to users with disabilities in another facility.

Planning, Correction, and Compliance

To be effective, planning, correction, and compliance will require the attention of a designated individual with responsibility for identifying and addressing barriers to accessibility and compliance with the Americans with Disabilities Act. The ADRC should also utilize an advisory body to help with the process of Self-Evaluation and in the development of a Transition Plan, if one is needed. ADRC planning groups are encouraged to seek assistance from organizations of and for persons who are blind, persons who are deaf or hard of hearing, persons who have a developmental disability, and persons with physical disabilities, including persons in these target groups with Limited English Proficiency (LEP).

Self-Evaluation: A Self-Evaluation includes identifying barriers to access within each function or department of your facility, evaluating how the barrier is currently being addressed, if at all, and then identifying the range of solutions available that will eliminate or minimize the barrier. Is your current response to the barrier adequate or must you do more? Which solutions are effective, least expensive, or easiest to implement?

Transition Plan: A Transition Plan includes an inventory of physical barriers and needed changes. The inventory includes a description of each barrier removal required, the estimated cost of each barrier removal, and a schedule for completion of barrier removal projects. The transition plan, along with all supplementary information, specific details, and time lines must be made available to the public. The ADA also requires that interested persons, including individuals with disabilities, have the opportunity to comment on the Transition Plan prior to its adoption.

Additional References

<http://dhfs.wisconsin.gov/civilrights/Accessibility/Resources.HTM>

<http://dhfs.wisconsin.gov/Disabilities/INDEX.HTM>

Other Technical Assistance References

Other considerations and resources for planning the physical plant of an ADRC regarding accessibility concerns for specific populations are also available. Please send an email request to RCteam@dhfs.state.wi.us or call Ann Marie Ott at (608)261-7809 for further information.